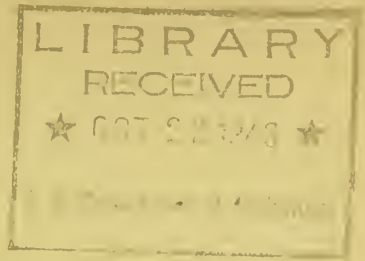


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WAR FOOD ADMINISTRATION  
FOOD DISTRIBUTION ADMINISTRATION  
TRANSPORTATION AND WAREHOUSING BRANCH  
CUSTODY AND DISPOSITION DIVISION

TELETYPE HANDBOOK

(For In Service Training  
and Reference Purposes)

Prepared by  
Teletype Unit  
Field Operations Section  
October - 1943

ADRI  
811

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## I. FOREWORD

This Handbook has been prepared by the Teletype Unit of the Field Operations Section, Custody and Disposition Division, Transportation and Warehousing Branch, Food Distribution Administration, for use in Washington and our field offices having this type of communication. In preparing it the authors had in mind that it should be instructive particularly for two types of situations and their respective personnel, i. e. (1) assist operators in securing the greatest efficiency in their operations and (2) assist those who prepare messages for relaying over this wire system. It is believed also that those in a supervising capacity over teletype operations should be benefited by a careful study of the mentioned operating points and methods of preparing messages, thereby affording them the knowledge and opportunity of how to keep a closer tab on the operations.

The instructions and suggestions contained herein apply to the operation of Bell System Teletypewriter Exchange Service Number 15, 19, and 26, page type teletypewriter machines as used in the Teletype Unit in Washington and the various field offices throughout the country.

The purpose of this material is to bring our communication system to its highest efficiency while keeping our operating cost at its minimum. Telephone company representatives will gladly assist in training operators, and the Teletype Unit, Washington Office, will be glad to assist with any questions of routine and practice.





## II. OPERATION AND MESSAGE PREPARATION SUGGESTIONS

### 1. ANSWERING AN INCOMING CALL

When the bell rings, the switch on the right hand side of the table is turned on and you "Announce" by typing your station call, for example: "WA 546 FDA". All other phrases such as GA PLS (go ahead please) are unnecessary and consume wire time. The custom of spelling out the entire name of the branch and giving date and time and other superfluous wordings must be eliminated.

If the incoming party does not respond to your "Announcement" within eight to ten seconds, flash your operator to see what the trouble is.

### 2. TROUBLE WHILE RECEIVING INCOMING CALL

Incoming messages must be watched closely while in the process of being received. If any irregularities such as questionable phrases, incomplete sentences, etc. are observed wait until the sending operator has completed her message before questioning.

If, however, the message is coming in jumbled, stop the sending operator immediately by using the break key and have her repeat as necessary.

### 3. WIRE TROUBLE WHILE RECEIVING

While receiving an incoming call if any trouble is noticed that may be due to a faulty wire or a bad machine, notify sending operator immediately that she may flash her operator (telephone company operator) and ask for a better connection; thus saving considerable wire charges and operating time.

There are times when receiving a call that the sending end of the wire is getting their copy OK and your copy is coming in bad. This is a common occurrence and all operators should be cautioned against blaming the distant operator for failing to notice a bad copy. She should be notified immediately of the trouble so that she can flash her operator to get a better line and an adjustment made for charges.

### 4. OUTGOING CALLS

Outgoing calls on the 15 and 19 type machines are placed by throwing the switch on right hand side of the machine on and waiting for the teletypewriter operator to come in. She will come in by saying (typing) "OPP" when this has been done and then you give her your call, such as CG 679. She will then proceed to



contact the CG operator and transmit your call (CG 679) to her. If the line or circuit is "BY" (busy) have her call you back when she is able to get your call through. If, however, after 15 minutes she still has not put your call through, place the call again and let the operator know that it is the second attempt.

When you are finally connected and the office you called "announces" by giving their station call, immediately proceed to send your message(s).

## 5. CONFERENCE CALLS

The nature of Conference Calls permits a sending office to call two or more other stations on the line and thereby transmit the message to two or more points on one connection. This is all very good but what if the stations you are calling have only one machine (only one of our stations has more than one machine) and you have it tied up in a Conference Call?

If on a Conference Call the circuits to a station are busy, the entire call is held up until all stations are on line. The result is time lost when other stations can be clearing their traffic to any of the points held up awaiting that conference.

It is also to be noted that the telephone companies are confronted with circuits held open and their operators kept idle just in the attempt to place the Conference Call.

The scarcity of wire and machines compels us to utilize every available minute that can be had. With our ever increasing traffic and no specific increase in equipment, one can readily see that complete coordination is essential.

Any Station with a #19 tape perforator should not place Conference Calls. You should place your calls individually and merely rerun your tape to each and every station that you may have desired to get on the Conference Call. This in turn will free at least one machine that can receive traffic from another point.

Conference Calls are no saving. Stations that believe a Conference Call cuts down operating expenses have the wrong impression. They are (on the average) more expensive than if each call was placed and transmitted individually.

## 6. OPERATING A #19 TAPE MACHINE

To operate the #19 machine (tape perforator) efficiently all operators must be able to read the perforator tape at a rate of at least ten words a minute.



While this seems like an achievement beyond average reach, a little training each day will prove that it can be readily mastered. Once this has been accomplished the mystery of the tape machine will disappear.

When sending over the #19 machine (tape perforator) and wire trouble develops whereby the messages must be resent; the sending operator merely reruns her tape. This advantage of the tape machine permits both ends of the wire to clear wire trouble with the least amount of effort and disturbance. An operator who cannot read her tape quite often causes excess confusion. Learn your tape.

## 7. TABULATION OF OUTGOING MESSAGES

Due to the nature of our work tabulation is an essential form of transmitting. It is usually the neatest and clearest form of transmitting written communications over the wires. But it can be overdone. Tabulation of messages when overdone is a costly and needless operation and defeats the purpose of our system.

All tabulation should start at the extreme left of the machine, and the next row to be tabulated should not be more than two spaces after the end of the preceding row of tabulation.

### Illustration:

#### Wrong Tabulation-

<u>SUB</u>	<u>X-CAR</u>	<u>X-ORDER</u>	<u>QUANTITY</u>
1-5	PRR 13897	WFAO 34587-21	2000,000 LBS

#### Correct Tabulation-

<u>SUB</u>	<u>X CAR</u>	<u>X-ORDER</u>	<u>QUANTITY</u>
1-5	PRR 13897	WFAO 34587-21	200,000 LBS

One can soon realize that if the wrong method of tabulation was very much extended, as it quite often is, in a long message, it will increase the charges for that message about 40 percent. A copy need not be stretched out the entire length of the line to be neat and acceptable; the main factor is that it should be correct and tabulated row under row evenly.

## 8. SENDING PRIORITY CALLS

A point that few of the field stations using TWX are familiar with is the priority classification now in use over all TWX lines.





This priority classification was created to distinguish between routine and urgent classes of TWX calls. The telephone companies will observe this priority.

The priority classification is divided into three categories, PRIORITY ONE, PRIORITY TWO, and PRIORITY THREE.

The PRIORITY ONE and PRIORITY TWO calls are never to be used by any of our stations. They are for the extreme cases of urgent messages, such as invasion, or any message which may in any way help avert a national catastrophe.

PRIORITY THREE call is a class of priority which is urgent regardless of its nature. Advantage of this class of priority should be taken by all of our stations in transmitting urgent or badly delayed traffic.

However, PRIORITY THREE calls should be placed only when you are having difficulty in getting circuits when trying to dispose of rush messages. When a priority call is placed, for example to Washington, it is done in this manner: "WA 546 PRIORITY THREE". The operator will then proceed to get your call through and if blocked by "BY" circuits she will try roundabout means of putting your call through. If no means are available for putting your call through she will give you first claim on the circuit instead of having you wait your turn.

Caution: Only PRIORITY THREE calls should be used, and only PRIORITY THREE traffic sent over a PRIORITY THREE call.

#### 9. SENDING A CORRECTION

Immediately after a message is sent it must be proof-read for accuracy; any error or errors noted should be transmitted immediately. The correction should be given a regular message number for filing and reference purposes. On the original copy which was in error, bring down (write in pencil or ink) the message number of the correction message to the lower left-hand corner, with the following wording: CORR #\_\_\_\_\_ (indicate number, for example #346). This will show that your office had sent a correction on the original message in error and that the correction had the number 346. This will protect your office in case a question arises to the effect that your office failed to correct the error.

On the correction message the following message information must be given: Msg number, Date, Addressee, and Commodity of the message to be corrected. This message will be sent immediately to the addressee as a "Rush" message, thereby saving any possible

1. The first part of the paper is devoted to a general discussion of the problem. It is shown that the problem is of great importance in the theory of the structure of the atom.

2. In the second part of the paper, the author gives a detailed account of the experiments which have been carried out in this field. It is shown that the results of these experiments are in good agreement with the theoretical predictions.

3. The third part of the paper is devoted to a discussion of the results of the experiments. It is shown that the results are in good agreement with the theoretical predictions. The author also discusses the possible applications of these results to the theory of the structure of the atom.



delay that another method (of correction) may have caused.

Corrections should be transmitted before all other matter. The urgency of a correction message cannot be over emphasized.

#### 10. MESSAGE PREPARATION SUGGESTIONS

Dictating messages to the operator for transmission as dictated is inefficient and wasteful. She should operate from messages typed before delivery to the machine. Longhand messages should be avoided, also since they are often illegible and thereby conducive to mistakes in sending and usually take more time to transmit than typed messages. Both of these methods should not be allowed or used.

The teletype keyboard contains capital letters only, hence capitalizing certain words for emphasis in messages need not be done.

Do not underscore phrases, as underscoring cannot be done satisfactorily on the teletype machines.

Messages prepared for transmission should not include the following punctuations as they are not on the teletype keyboard:

( ) : ; ? \* % # @ \$

#### 11. ROUTINE

Messages will not be accepted for any other branch or section than the Transportation and Warehousing Branch, Custody and Disposition Division. Messages other than for these should either be sent over the Leased-Line Section or via commercial telegraph.

Discourage the practice of calling individuals to the wire. Have them send an urgent wire instead and request an urgent reply.

Handle all rush messages in a priority manner, even on messenger deliveries within your office. Rush messages must absolutely be given the priority they represent.

It has been a common practice for the sending office to announce before sending their message. This is evidently an erroneous interpretation, for only the receiving station announces. The sending station can pare down the monthly charges by absolutely eliminating announcing or any other form of superfluous wording.



When sending on a call observe the following:

- a. Put the sending time (transmission time) and sending operator's initials after the signature of each sent message.
- b. Put 13 linefeeds between messages (regardless of message length) if sending more than one message.
- c. When your call is completed finish by writing END and give two bells.
- d. Turn Machine off immediately after receiving END from receiving station. Charges accrue until switch is turned off.
- e. If receiving station may send on your call, after you are through, signify by typing END or GA (go ahead).
- f. Report line trouble or wire trouble immediately.

## 12. ABBREVIATIONS

Operators should be instructed to use all standard abbreviations and abbreviations which are so common to our work as to be considered standard. It is also suggested that abbreviations common to the addressee be used wherever and whenever possible.

Eliminate all unnecessary punctuations, indentations and tabulations.

All superfluous or unnecessary strokes which are eliminated help alleviate congested wires, operating connections, and greatly reduce our wire charges.

(SEE ATTACHED LIST OF SUGGESTED ABBREVIATIONS)

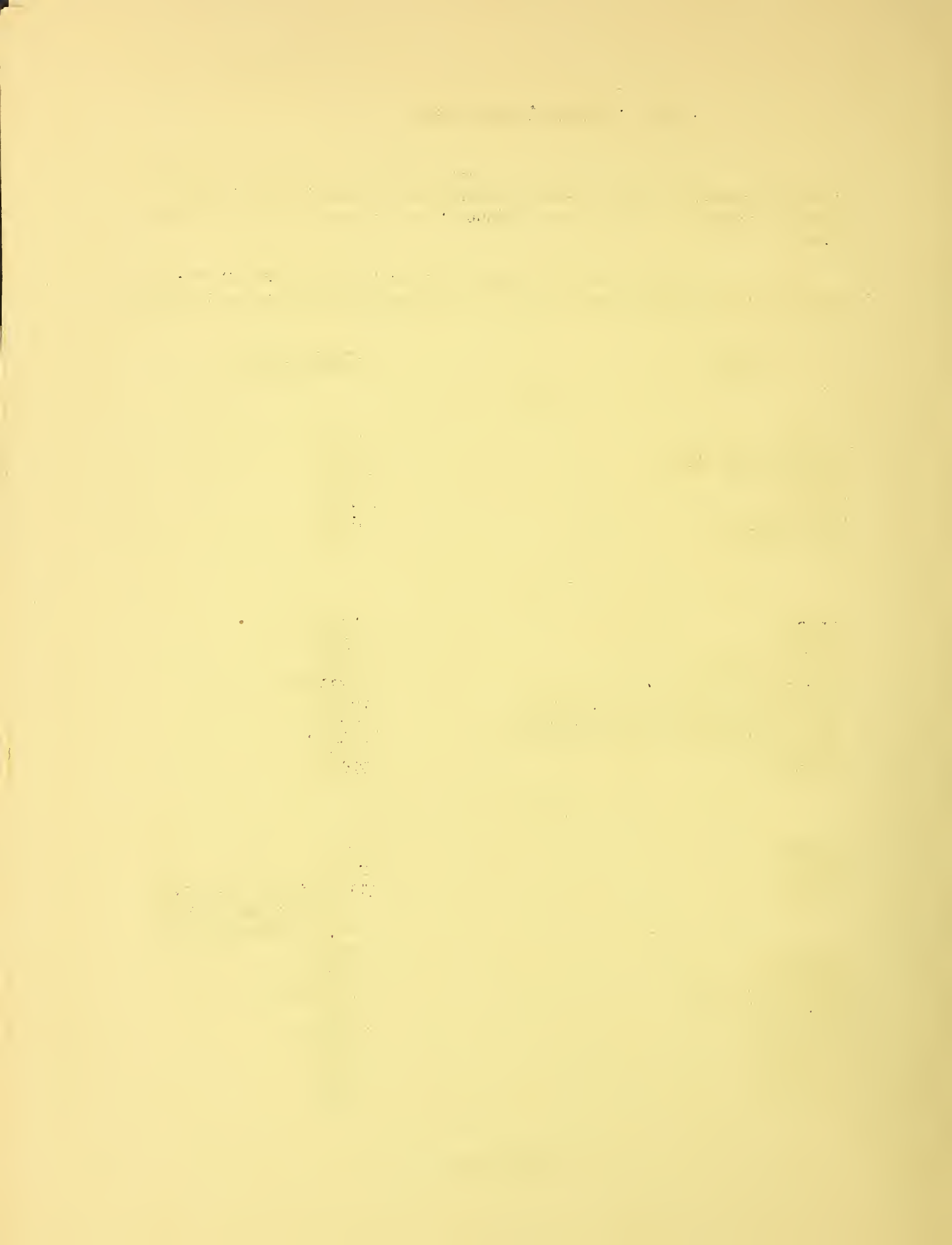


### III. LIST OF ABBREVIATIONS

The basis for this compilation is to eliminate all superfluous wordings and to abbreviate wherever possible in an effort to relieve congested wires and to reduce our operating costs to a minimum.

If the following abbreviations and suggestions are adhered to our operating costs should be reduced by at least ten percent.

<u>WORD</u>	<u>ABBREVIATION</u>
(A)	
ACCOUNT	ACCT
AMERICAN RED CROSS	ARC
ADVISE	ADV
ARRIVE	ARR
ASSOCIATIONS	ASSN
ATTENTION	ATT
(B)	
BARRELS	BBLS
BELLIES	BELL
BILL OF LADING	B/L
BONELESS	BNLESS
BOXES (WHEN USED WITH COMMODITY)	BXS
BRITISH MINISTRY OF WAR TRANSPORT	BMWT
BROOKLYN	BKLYN
BUFFALO	BFLO
(C)	
CANNED	CND
CASES	CS
CITIES	All cities should be joined to one word Ex: ESTLOUIS MO
CHICAGO	CHGO
CLEVELAND	CLEVE
COMMERCIAL LAMB	COML LMB
COMMERCIAL	COML
COMMODITY	COMOD
CONDENSED	COND
COMPANY	CO
CONTRACT	CONT



CONCENTRATED (WHEN USED WITH COMMODITY)  
COOPERATIVE (WHEN USED WITH ASSN NAME)  
CREAMERY

CONC  
COOP  
CRY

(D)

DATES

All dates should be  
transposed into figures  
Ex: 6/24/43

DEHYDRATED  
DELIVERY CARRIER  
DELIVERY DATE  
DRIED (WHEN USED WITH COMMODITY)

DEHY  
DEL CAR  
DEL DATE  
DR

(E)

EACH  
EVAPORATED (WHEN USED WITH COMMODITY)  
EXCHANGE (WHEN USED AS ASSN NAME)  
EXPIRE(S)

EA  
EVAP  
EXCH  
EXP

(F)

FIBRE CARTONS  
FOLLOWING  
FROM  
FROZEN (WHEN USED WITH COMMODITY)  
FRIDAY

FIB CTNS  
FLWG  
FM  
FRZN  
FRI

(G)

GALLONS (WHEN USED WITH QUANTITY)  
GROWERS (WHEN USED WITH ASSN NAME)

GAL  
GRWS

(H)

HAVE

HV

(I)

ICE AND COLD STORAGE COMPANY  
IMMEDIATELY  
IN STORAGE  
INCLUSIVE  
INCORPORATED  
INDIANAPOLIS  
INFORMATION  
INTERNATIONAL

I & C STGE CO  
IMMY  
I/S  
INCL  
INC  
INDPLS  
INFO  
INTL





(J)

(K)

KANSAS CITY

KANSCTY

(L)

LOS ANGELES  
LOUISVILLE

LOSA  
LVILLE

(M)

MEMORANDUM  
MERCHANTS  
MESSAGE  
MISCELLANEOUS  
MISTER  
MINNEAPOLIS  
MONDAY  
MONTHS

MEMO  
MCHTS  
MSG  
MISC  
MR (If first name  
MPLS given delete)  
MON  
Use standard abbrws  
for all months, and  
when used as a date  
transpose into  
figures

(N)

NATIONAL  
NATIONAL RED CROSS  
NET WEIGHT  
NEW YORK CITY  
NOT LATER THAN  
NOTICE TO DELIVER  
NUMBER

NATL  
NRC  
NET WT  
NYC  
NLT  
N/D  
NBR

(O)

OFFICE (WHEN USED WITH OFC NAME BEFORE IT)  
OLEOMARGARINE  
OUNCE  
OFF TRACK  
ON TRACK  
OUT OF STORAGE

OFC  
OLEO  
OZ  
OFF/T  
ON/T  
O/S

1. The first part of the paper discusses the importance of the study of the history of the United States. It is a subject of great interest and importance to all Americans. The study of our history helps us to understand our present and to plan for our future. It is a subject which should be taught in all our schools and colleges. The study of our history is a subject which is of great interest and importance to all Americans. It is a subject which should be taught in all our schools and colleges. The study of our history is a subject which is of great interest and importance to all Americans. It is a subject which should be taught in all our schools and colleges.

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(P)

PACKAGES  
PERCENT (%)  
PLEASE  
PORK LOINS  
PORTLAND  
PRODUCTS COMPANY (WHEN USED WITH FIRM NAME)  
POUNDS  
PHILADELPHIA

PKGS  
PERCENT  
Unnecessary  
PK LOINS  
PTLAND  
PRODS CO  
LES  
PHILA

(Q)

(R)

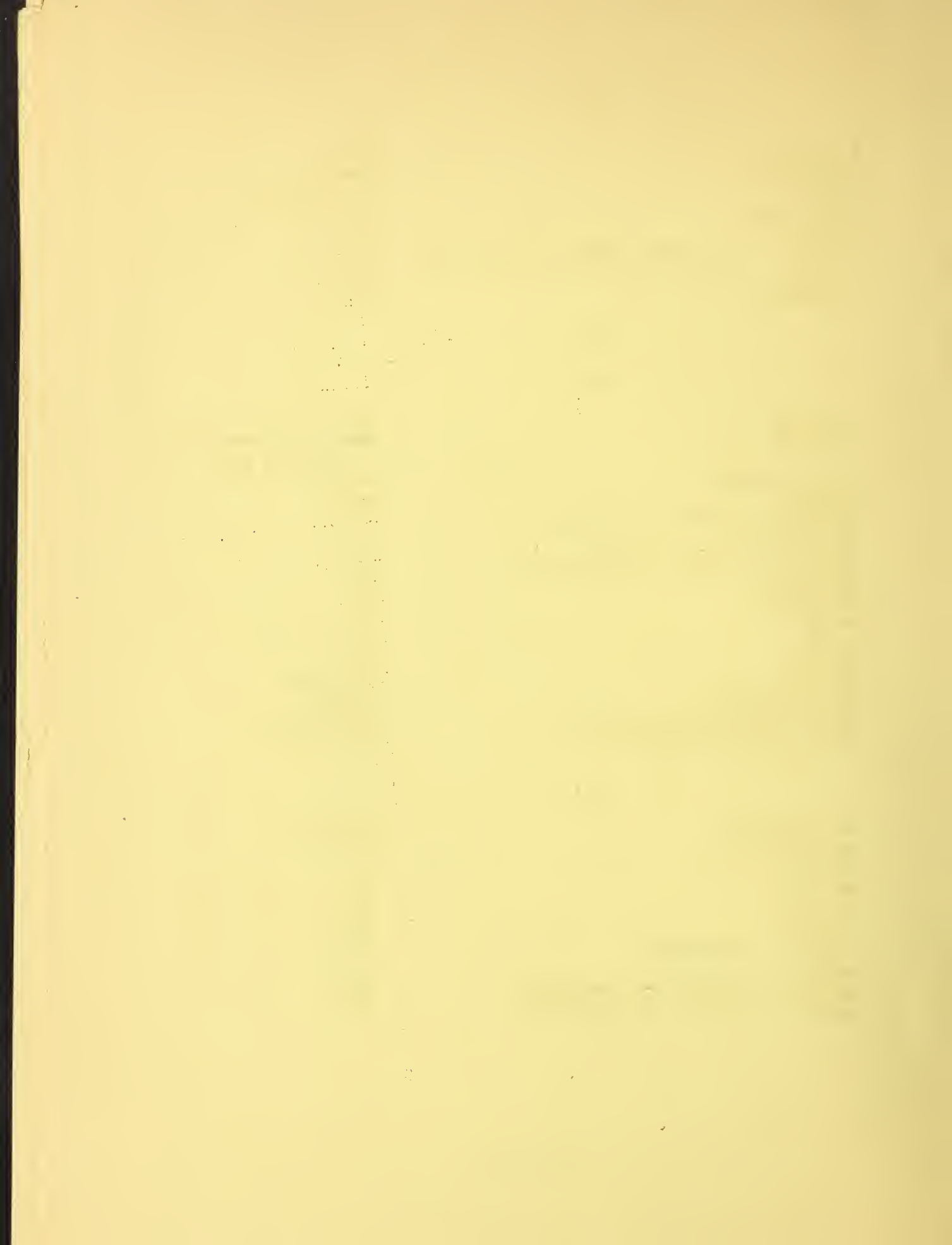
RAILROAD  
RAILROADS  
  
RAILWAY EXPRESS  
RECEIVED  
REFRIGERATOR (WHEN USED WITH CO.)  
RECONSIGN  
REFINED (WHEN USED WITH COMMODITY)  
REFERENCE  
REGARDING  
ROUTE  
ROUTED  
ROUTING  
RE OUR MESSAGE  
RE YOUR MESSAGE  
RE OUR TELEPHONE CONVERSATION  
REGULAR PICNICS (HAMS)

RR  
Standard abbrvs. for  
names of RRs  
RWY EXP  
RECD  
REFRG  
RC  
REFD  
RE  
RE  
RTE  
RTD  
RTG  
REOURMSG  
REURMSG  
REOURTELCONV  
REG PICS

(S)

ST. JOSEPH, MO.  
SAN FRANCISCO  
SATURDAY  
SEATTLE  
SHIPMENT  
SHIPPED  
SHIPPING INSTRUCTIONS  
SHOULD  
SKINNED (WHEN USED WITH COMMODITY)  
SMOKED (WHEN USED WITH COMMODITY)

STJOE MO  
SFRAN  
SAT  
SE  
SHPMT  
SHPD  
SI  
SHUD  
SKND  
SKKD



SOON AS POSSIBLE  
SOVIET GOVT. PURCHASING COMMISSION  
SPECIFICATIONS  
SPOKANE  
STATES

STORAGE  
STREET  
SUNDAY

SAP  
SGPC  
SPEC  
SP  
Standard abbrvs. for  
all States

STGE  
ST  
SUN

(T)

TELEGRAM  
TELETYPE  
TELEPHONE  
TERMINAL  
THURSDAY  
TICKET  
TIERCED  
TOBACCO  
TUESDAY

TEL  
TWX  
PHONE  
TERM  
THURS  
TKT  
TRCD  
TOB  
TUES

(U)

UNITED STATES  
UTILITY LMB

US  
UTIL LMB

(V)

VEGETABLE  
VENDOR

VEG  
VEND

(W)

WAR FOOD ADMINISTRATION  
WAREHOUSE  
WAR SHIPPING ADMINISTRATION  
WEDNESDAY  
WOULD

WFA  
WHSE  
WSA  
WED  
WUD

